

Voice Templates

Last Modified on 12/21/2018 3:57 am EST

Summary

Every *Voice template* stored within Patient Communicator is found by going to [Settings > Message Settings > Voice Templates](#). You can make permanent changes to templates or create new templates from this location.

Remember that some file folders contain templates for specific notifications such as Confirmations, Reminders, Recall, etc.

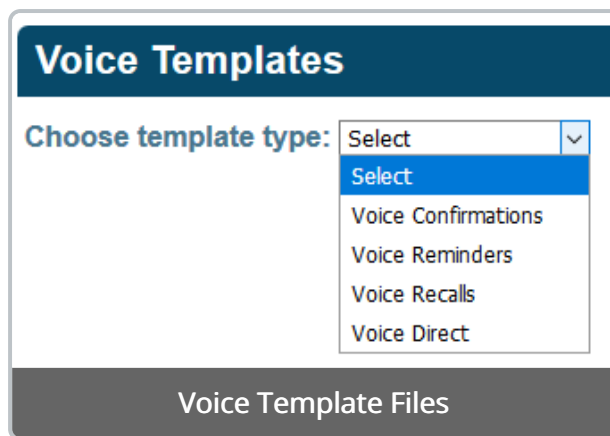
Creating a new template to use in a notification must be done in the file folder for that notification. Some templates are only found in [Communication Center](#) and are sorted into the file folder called *Direct*.

Voice calls to the patient's home phone are made with computer generated voices. There are 6 voices to choose from. Use the voices called Alice or Conchita to deliver a voice message in Spanish.

Voice selection must be enabled within the notification settings. Any voice setting made within these template files is for the purpose of testing the notification ONLY.

View & Select Template

Click **Select** to view file folder where the templates are stored. The folders are sorted by type.



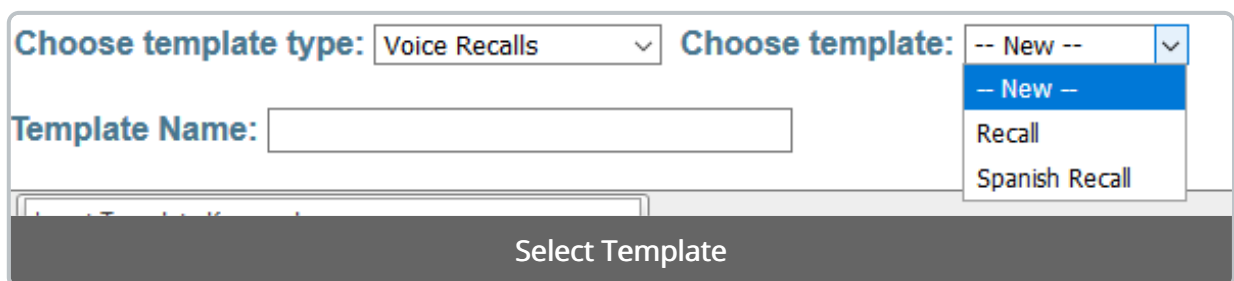
Voice Templates

Choose template type: Select

- Select
- Voice Confirmations
- Voice Reminders
- Voice Recalls
- Voice Direct

Voice Template Files

Once a *Message Type* file is chosen, you may click --New-- to find an existing template or create a new template within that Message Type file. Select a template to load for editing.



Choose template type: Voice Recalls Choose template: -- New --

- New --
- Recall
- Spanish Recall

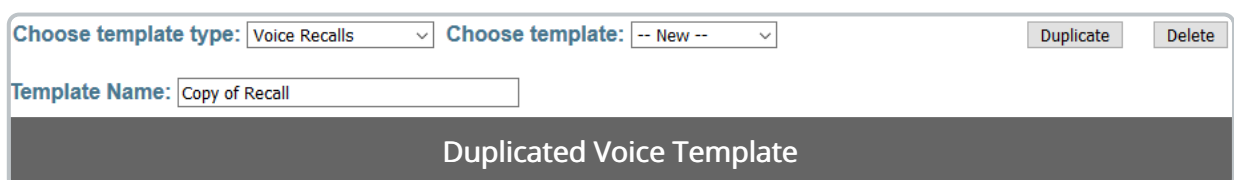
Template Name:

Select Template

Edit Template

Note: When making a permanent edit to an existing template, Patient Communicator recommends creating a duplicate of the template allowing the original to be kept for future use.

After clicking **Duplicate**, you will see the word Copy in the Template Name.



Choose template type: Voice Recalls Choose template: -- New -- Duplicate Delete

Template Name:

Duplicated Voice Template

Rename your template and enter an appropriate *Email Subject*.

Patient Communicator uses Keywords within your templates. Keywords are recognized by the % before and after the keyword. When used, the keyword will be

automatically filled when the message is sent. You may insert keywords from the editor found on the screen. Just click **Insert Template Keyword**.

Template Name:

Insert Template Keyword

Dear %FirstName%, This is %PracticeName% calling to let you know that you are overdue for a check up. Please call %PracticePhone% to make an appointment.

Test Voice Number:

Speaker:

Bob

Language:

English, United States

Office Phone:

To repeat this message, press 1. To end this call, press 2 or hangup.

To repeat this message, press 1. To end this call, press 2 or hangup.

To repeat this message, press 1. To call the office now, press 2. To end this call, press 3 or hangup.

Test Voice

Voice Template Keywords

Test Voice Message

Once your message has been edited, you may perform a test to hear what the message delivered to your patient’s will sound like.

Enter the *Test Voice Number*(where to deliver the test), choose a language and speaker, and choice of post message options for your patient.

Click **Test Voice**.

Any template used within a notification may be edited and tested directly within the *Edit Template* screen within the notification.

